



JAMES A. NOYES, Director

# COUNTY OF LOS ANGELES

## DEPARTMENT OF PUBLIC WORKS

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June 6, 2002

IN REPLY PLEASE  
REFER TO FILE: **B-0**

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

### **AGREEMENT FOR ELECTRONIC DEVELOPMENT AND PERMIT TRACKING SYSTEM ALL SUPERVISORIAL DISTRICTS 4 VOTES**

**CIO RECOMMENDATION: APPROVE ( X ) APPROVE WITH MODIFICATION ( )  
DISAPPROVE ( )**

### **IT IS RECOMMENDED THAT YOUR BOARD:**

Public Works proposes to replace its current Development and Permit Tracking System (DAPTS) to enhance organizational effectiveness and service excellence, reduce operating costs, and migrate from the mainframe to a Web/GIS-enabled environment.

1. Approve the enclosed 10-year agreement between the County of Los Angeles and Accela Incorporated (Accela), for an electronic development and permit tracking system (eDAPTS) for the Department of Public Works. The cost for the software, software installation and support, business process re-engineering, training, and post implementation support is \$2,521,179. This agreement also includes software maintenance services for future years at a yearly rate of \$141,667 totaling \$1,239,586, not including adjustments for inflation.

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2. Approve \$252,100 as a contingency for support services that may be required from Accela during the term of the agreement, or adjustments for inflation in the yearly maintenance costs.
3. Instruct the Chairman to sign the agreement.
4. Approve the enclosed appropriation adjustment for \$203,000 to finance first year costs of \$2,521,179.

#### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

In 1994, Public Works implemented the mainframe-based DAPTS system to automate the plan review and permit issuance activities of the Building and Safety and Land Development Divisions. In the intervening years, system programming limitations and increased procedural requirements have caused the divisions to supplement the DAPTS system with many in-house developed applications.

In Public Works' efforts to be a cost-effective provider of quality public works services, we seek to consolidate these disparate programs and provide a common system for all divisions involved in the plan review, permit issuance, and site inspection processes. After numerous vendor software presentations, it became clear to Public Works that many off-the-shelf programs could provide Public Works and other departments with a technologically advanced, Web/GIS-enabled enterprise solution. Realizing that Public Works is not alone in the plan review, permit issuance, and inspection process, Public Works has met with the Departments of Assessor, Fire, Health Services and Regional Planning, with the intent that these departments will be using or added to the system in the future. Although the procurement of this system is currently focused on satisfying the needs of Public Works, it is considered the first phase in the eventual expansion of the system to include those County departments involved in similar types of activities. Ultimately, Public Works desires to move as near as possible to offering constituents a one-stop County permitting process.

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The proposed system is highly configurable and comes off-the-shelf with the potential to provide the County with an enterprisewide application capable of managing the activities of departments involved in plan review, permit issuance, mobile inspection, requests for service, licensing, and code enforcement processes. To avoid extensive customization or the need for additional systems, Public Works is committed to altering its business practices wherever possible to accommodate the baseline software. Expanding this acceptance of conformity with the off-the-shelf product to the other departments will greatly assist the County in providing in-house users and the public with quality and cost-effective services.

### **Implementation of Strategic Plan Goals**

This action meets the County's Strategic Plan Goal of Service Excellence and Organizational Effectiveness by providing the public with services that can help to ensure reliable construction scheduling, stimulate the local economy, and greenlight private and public sector building construction while maintaining public safety. eDAPTS is approved in Public Works' Fiscal Year 2001-2002 Business Automation Plan via Section 2.1.4, Planned Fiscal Year 2001-2004 IT Strategies, E-Business,1, and the Fiscal Year 2002-2003 Business Automation Plan via Section 2.1.4, Planned Fiscal Year 2002-2005 IT Strategies, E-Government,1.

### **FISCAL IMPACT/FINANCING**

The agreement commences upon the effective date for a period of five years (Initial Term) plus up to five additional one-year terms (Extended Term) and the ability to extend the agreement on a month-to-month basis for a maximum period of 12 months at County's option. Funding is available from the County Engineer General Fund Budget. There will be no impact on net County cost.

The additional funds for contingencies will not be expended without the authorization of the Director of Public Works.

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The Agreement cost proposed is as follows:

Deliverables	
Software	\$ 833,339
Software Installation and Support, Business Process Re-Engineering, Training, and Post-Implementation Support	<u>1,687,840</u>
Total Fiscal Year 2001-02	\$2,521,179
Future Year Software Maintenance Services	
First Year	\$ 0
Second Year (Nine Months Proration)	106,250
Third Through Tenth Year (\$141,667 Yearly Rate, not including adjustments for inflation)	<u>1,133,336</u>
Total	\$1,239,586
10% for Contingencies	\$ 252,100

The first year costs of this contract, \$2,521,179, exceed the financing currently available from cancellation of the eDAPTS Designation by \$202,179. Therefore, the enclosed adjustment requests that \$203,000 additional appropriation be made available from the existing designation. We request that the designation balance of \$2,115,000 remain to cover future year software maintenance, contingencies, and hardware costs related to eDAPTS.

#### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The agreement with Accela has been reviewed and approved from a legal standpoint by County Counsel and outside counsel specializing in technology/software contracts. The documents have also been properly executed by Accela. The Chief Information Officer has reviewed this request and concurs with the recommendation.

As requested by your Board on August 12, 1997, and as a threshold requirement for consideration of contract award, Accela is willing to consider Greater Avenues for Independence program participants for future employment.

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Accela has demonstrated satisfactory compliance with the County's Child Support Compliance program.

### **CONTRACTING PROCESS**

On April 1, 2001, Public Works issued a letter of intent to issue a Request for Proposal (RFP) for a new development and permit tracking system. On April 27, 2001, Internal Services Department (ISD) released an RFP for the system to 54 vendors who indicated an interest in receiving the RFP. Six written proposals were received by the June 5, 2001, deadline.

The proposal was scored in a two-phase process. Phase one included extensive evaluation of each proposal to determine its compliance with the specification of the RFP. At the end of phase one, Kiva, Inc., (KIVA) and Hansen Technologies, Inc., emerged as the two top proposers and proceeded to Phase two of the RFP scoring. During the RFP scoring process, KIVA was purchased by Accela as a wholly owned subsidiary. Despite the acquisition, the KIVA product will continue as a primary Accela software offering and will greatly benefit from the added Accela resources. Although these two vendors did not present the lowest bid, it was determined that their vast experience in implementations of the scope required by Public Works would best fit the needs of the County.

Phase two of the scoring consisted of an evaluation of the vendors' ability to demonstrate all of the required functionalities of the proposed system. To that end, system demonstrations were accomplished through a combination of visits to third party sites and in-house demonstrations at Public Works. After a detailed analysis of the demonstrations and discussions with staff at the third party sites, KIVA was selected as the vendor of choice with which to proceed with contract negotiations for the proposed system.

This bid process was posted on the ISD Web-site which is electronically linked to the County Office of Small Business Web-site. Public Works has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to this Board item.

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### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

As previously indicated, the proposed system will replace our current DAPTS system to support increased efficiency and service delivery, reduce operating costs, and migrate from a mainframe-based system to a Web/GIS-enabled environment. The clear intent of this project is to streamline and consolidate Public Works' business processes to conduct plan reviews, permitting, inspections, and licensing within its divisions; the contract cities it serves; and the outside agencies that perform similar functions. Success of this project outside Public Works will rely greatly on the willingness of the agencies within the County family to realize the advantages of sharing data, standardizing business processes, and participating in using a common system to expedite the services provided to the public.

During phase two of the vendor selection process, the Departments of Fire, Health Services, and Regional Planning witnessed the in-house vendor system presentations. Now knowing the capabilities of the software to potentially unify the processing activities across department lines, staff from these departments have acknowledged their support of the Public Works project and anticipate future participation in the Public Works system.

### **CONCLUSION**

The agreement is enclosed in triplicate. Please have the Chairman sign all three copies of the agreement. Please retain for your records one of the copies of the agreement and return the others to the Department of Public Works. The Department of Public Works will retain for its records one of the copies of the agreement and provide the other copy to the vendor.

Respectfully submitted,

Reviewed by:

JAMES A. NOYES  
Director of Public Works

JON W. FULLINWIDER  
Chief Information Officer

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cc: Chief Administrative Office  
County Counsel